Case 2:12-cv-03905-TON Document 1 Filed 07/11/12 Page 1 of 12

SJS 44 (Rev. 12/07, NJ 5/08)

CIVIL COVER SHEET

The JS 44 civil cover sheet and the information contained herein neither replace nor supplement the filing and service of pleadings or other papers as required by law, except as provided by local rules of court. This form, approved by the Judicial Conference of the United States in September 1974, is required for the use of the Clerk of Court for the purpose of initiating the civil docket sheet. (SEE INSTRUCTIONS ON THE REVERSE OF THE FORM.)

THE CITH GOOKOT SHOOT. (SEE II	Brite Oxione on many and									
I. (a) PLAINTIFFS				DEFENDANTS						
PATRICIA EHRHARDT				NCO FINANCIAL SYSTEMS, INC.						
(b) County of Residence	of First Listed Plaintiff			County of Residence	ce of First	t Listed De	efendant			
(c) Attorney's (Firm Name, Address, Telephone Number and Email Address) Craig Thor Kimmel, Esquire				NOTE: IN LAND CONDEMNATION CASES, USE THE LOCATION OF THE LAND INVOLVED.						
Kimmel & Silverman,	P.C			Attorneys (If Known)						
30 E. Butler Pike										
Ambler, PA 19002 (215) 540-8888			+							
II. BASIS OF JURISE	ICTION (Place an "X" i	n One Box Only)	III. C	TIZENSHIP OF		CIPAL	PARTIES(
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Defendant	(Indicate Citizenshi	p of Parties in Item III)					of Business In	Another State		
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VII. REQUESTED IN COMPLAINT:	☐ CHECK IF THIS UNDER F.R.C.P	IS A CLASS ACTIO	N D	EMAND \$			CK YES only Y DEMAND	if demanded ir : Ø Yes	complair No	ıt:
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DATE		SIGNATURE C	F ATTO	RNEY OF RECORI	D	·				
07/10/2012		/s/ Craig Th	or Kimr	nel						

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IN THE UNITED STATES DISTRICT COURT FOR THE EASTERN DISTRICT OF PENNSYLVANIA

CASE MANAGEMENT TRACK DESIGNATION FORM

: CIVIL ACTION

v.		; ;			
NCO FINANCIAL SYSTE	MS, INC	; ; ;	NO.		
In accordance with the Civi plaintiff shall complete a Cafiling the complaint and serve side of this form.) In the edesignation, that defendant shall other parties, that defendant believes the cafe	se Management Tree a copy on all deference that a defendable, with its first again a Case Management	rack Desigendants. (Stant does ppearance, on Track D	nation Form in a See § 1:03 of the p not agree with t submit to the cle	Il civil cases at the plan set forth on the the plaintiff regarding the of court and serve	time of reverse ng said e on the
SELECT ONE OF THE FO	OLLOWING CAS	SE MANA	GEMENT TRA	CKS:	
(a) Habeas Corpus – Cases b	rought under 28 U	.S.C. § 22	41 through § 225	5.	()
(b) Social Security – Cases re and Human Services deny			•	of Health	()
(c) Arbitration – Cases required to be designated for arbitration under Local Civil Rule 53.2. (X					
(d) Asbestos – Cases involving exposure to asbestos.	ng claims for perso	onal injury	or property dama	age from	()
(e) Special Management – Commonly referred to as the court. (See reverse si	complex and that r	need specia	l or intense mana	gement by	
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(f) Standard Management –	Cases that do not f	all into an	y one of the other	tracks.	()
<u>07/10/2012</u> Date	Craig Thor Kimm Attorney-at-law	<u>nel</u>	<u>Plaintiff, Patricia</u> Attorney for	<u>Ehrhardt</u>	
<u>215-540-8888</u> Telephone	877-788-2864 FAX Number		kimmel@creditla E-Mail Address	w.com	

PATRICIA EHRHARDT

Case 2:12-cv-03905-TON Document 1 Filed 07/11/12 Page 3 of 12 UNITED STATES DISTRICT COURT

FOR THE EASTERN DISTRICT OF PENNSYLVANIA — DESIGNATION FORM to be used by counsel to indicate the category of the case for the purpose of assignment to appropriate calendar.						
Address of Plaintiff: 49 Stevenson St., St. 1500, San Prancisco, CA 94105						
Address of Defendant: 507 PNGental Rd., HOVSham, PA 19044						
Place of Accident, Incident or Transaction:	, ,					
(Use Reverse Side For Ad	ditional Space)					
Does this civil action involve a nongovernmental corporate party with any parent corporation and	d any publicly held corporation owning 10% or more of its stock?					
(Attach two copies of the Disclosure Statement Form in accordance with Fed.R.Civ.P. 7.1(a))	Yes No.					
Does this case involve multidistrict litigation possibilities?	Yes□ NoД					
RELATED CASE, IF ANY:						
Case Number: Judge Date Terminated:						
Civil cases are deemed related when yes is answered to any of the following questions:						
1. Is this case related to property included in an earlier numbered suit pending or within one year	r previously terminated action in this court? Yes \square No \square					
2. Does this case involve the same issue of fact or grow out of the same transaction as a prior su action in this court?						
	Yes No					
3. Does this case involve the validity or infringement of a patent already in suit or any earlier nu						
terminated action in this court?	Yes No No					
4. Is this case a second or successive habeas corpus, social security appeal, or pro se civil rights	case filed by the same individual?					
	Yes No No					
CIVIL: (Place ✓ in ONE CATEGORY ONLY) A. Federal Question Cases: 1. □ Indemnity Contract, Marine Contract, and All Other Contracts 2. □ FELA	 B. Diversity Jurisdiction Cases: 1. □ Insurance Contract and Other Contracts 2. □ Airplane Personal Injury 					
3. □ Jones Act-Personal Injury	3. □ Assault, Defamation					
4. □ Antitrust	4. □ Marine Personal Injury					
5. Patent	5. □ Motor Vehicle Personal Injury					
6. □ Labor-Management Relations	6. □ Other Personal Injury (Please					
	specify)					
7. □ Civil Rights	7. □ Products Liability					
8. ☐ Habeas Corpus	8. □ Products Liability — Asbestos					
9. □ Securities Act(s) Cases	9. □ All other Diversity Cases					
10. □ Social Security Review Cases	(Please specify)					
11. All other Federal Question Cases SU.S.C. SUO 2 (Please specify)						
ARBITRATION CERTING (Check Appropriate Cate counsel of record do hereby certify:	egory)					
□ Pursuant to Local Civil Rule 53.2, Section 3(c)(2), that to the best of my knowledge and be \$150,000.00 exclusive of interest and costs; □ Relief other than monetary damages is sought.	elief, the damages recoverable in this civil action case exceed the sum of					
DATE: 07/10/12 /SOMOIOTHONKM Mel	$ \mathcal{C}_{100} $					
Attorney-at-Law	Attorney I.D.#					
NOTE: A trial de novo will be a trial by jury only if there	•					
I certify that, to my knowledge, the within case is not related to any case now pending or w except as noted above.	ithin one year previously terminated action in this court					
DATE: 67/10/12 /s/cmigThor Kmmei	51100					
Attorney-at-Law	Attorney I.D.#					

CIV. 609 (6/08)

Attorney I.D.#

1 UNITED STATES DISTRICT COURT FOR THE 2 EASTERN DISTRICT OF PENNSYLVANIA 3 PATRICIA EHRHARDT, 4 **Plaintiff** 5 Case No.: 6 v. COMPLAINT AND DEMAND FOR 7 NCO FINANCIAL SYSTEMS, INC., JURY TRIAL 8 Defendant (Unlawful Debt Collection Practices) 9 10 COMPLAINT 11 PATRICIA EHRHARDT ("Plaintiff"), by and through her attorneys, KIMMEL & 12 SILVERMAN, P.C., alleges the following against NCO FINANCIAL SYSTEMS, INC. 13 ("Defendant"): 14 INTRODUCTION 15 Plaintiff's Complaint is based on the Fair Debt Collection Practices Act, 15 1. 16 U.S.C. § 1692 et seq. ("FDCPA"). 17 JURISDICTION AND VENUE 18 Jurisdiction of this court arises pursuant to 15 U.S.C. § 1692k(d), which states 2. 19 20 that such actions may be brought and heard before "any appropriate United States district court 21 without regard to the amount in controversy," and 28 U.S.C. § 1331 grants this court original 22 jurisdiction of all civil actions arising under the laws of the United States. 23 3. Defendant has its corporate headquarters in the Commonwealth of Pennsylvania 24 and as such, personal jurisdiction is established. 25 4. Venue is proper pursuant to 28 U.S.C. § 1391(b)(1).

PARTIES

- 5. Plaintiff is a natural person residing in San Francisco, California 94105.
- 6. Plaintiff is a "consumer" as that term is defined by 15 U.S.C. §1692a(3).
- 7. In the alternative, Plaintiff is a person granted a cause of action under the FDCPA. See 15 U.S.C. §1692k(a) and Wenrich v. Cole, 2000 U.S. Dist LEXIS 18687 (E.D. Pa. Dec. 22, 2000).
- 8. Defendant is a national debt collection company with its corporate headquarters located at 507 Prudential Road, Horsham, Pennsylvania 19044.
- 9. Defendant is a "debt collector" as that term is defined by 15 U.S.C. § 1692a(6), and repeatedly contacted Plaintiff in an attempt to collect a debt.
- 10. Defendant acted through its agents, employees, officers, members, directors, heirs, successors, assigns, principals, trustees, sureties, subrogees, representatives, and insurers.

FACTUAL ALLEGATIONS

- 11. At all pertinent times hereto, Defendant was hired to collect a consumer debt and attempted to collect that debt from Plaintiff.
- 12. Defendant collects, and attempts to collect, debts incurred, or alleged to have been incurred, for personal, family, or household purposes on behalf of creditors using the U.S. Mail, telephone and/or internet.
- 13. Upon information and belief, the debt Defendant was seeking to collect arose out of transactions that were primarily for personal, family, or household purposes.
- 14. Beginning in July 2011, and continuing through January 2012, Defendant continuously and repeatedly contacted Plaintiff on her cellular and work telephones seeking and demanding payment of an alleged debt.

- 15. Initially, Defendant contacted Plaintiff on her cellular and work telephones, on average, three (3) to five (5) times a day, leaving her pre-recorded voicemail messages.
- 16. When Plaintiff did not respond to Defendant's repeated collection calls, Defendant increased its frequency of collection calls to Plaintiff, placing calls almost every hour, on a daily basis, to both her cellular and work telephones for a two week period.
- 17. For example, Defendant would alternate its calls to Plaintiff every hour, first calling her cellular telephone, then an hour later calling her work telephone.
- 18. In its pre-recorded voicemail messages to Plaintiff, Defendant informed Plaintiff that it was urgent and that she needed to call back immediately, leaving a number to return the call.
- 19. However, when Plaintiff would return Defendant's call she would either get a "busy" signal or a recording to "hold for a representative."
- 20. Plaintiff was unable to speak with a live person or to obtain information about the alleged debt Defendant was seeking to collect.
- 21. Also, Defendant left messages claiming that it was a law office and providing Plaintiff with a phone number to return its call.
- 22. Believing that this was a serious matter, Plaintiff returned the call hoping that the "law office" would be able to provide her with information about the alleged debt.
- 23. However, when Plaintiff called the number, Defendant answered the phone and immediately hung up.
- 24. On one occasion, while Plaintiff was at work, she answered Defendant's telephone call and was connected to a live person, who identified himself as "Brent."
 - 25. Plaintiff informed Defendant that she was at work and she was not allowed to

26. Plaintiff instructed Defendant to stop calling her at work.

- 27. "Brent" placed Plaintiff on hold, and less than a minute later, he disconnected the
- phone call.

receive personal calls at work.

- 28. Defendant ignored Plaintiff's instructions and continued to cal her at work.
- 29. In addition, Defendant also contacted Plaintiff's co-workers about the alleged debt.
- 30. Specifically, Defendant contacted "Judy Meredith," a co-worker of Plaintiff's located at another branch office.
- 31. In its telephone conversation with "Judy Meredith," Defendant revealed to Ms. Meredith that Plaintiff owed a debt and left a number for Plaintiff to call.
- 32. It was embarrassing and humiliating to Plaintiff to have her co-workers learn about her debt.
- 33. At no time did Plaintiff authorize Defendant to reveal any debt information to any third party, including Ms. Meredith.
- 34. Finally, within five (5) days of its initial contact with Plaintiff, Defendant failed to send Plaintiff any written notification informing her of her rights to dispute the debt and/or request verification of the alleged debt.
- 35. As a result, Plaintiff was unaware of the amount of the debt, the name of the creditor, and her rights to dispute the debt and/or request verification of the debt.
- 36. Upon information and belief, Defendant contacted Plaintiff on a repetitive and continuous basis with the intent of harassing Plaintiff into paying this debt.

DEFENDANT VIOLATED THE FAIR DEBT COLLECTION PRACTICES ACT

COUNT I

- 37. Defendant's conduct, as detailed in the preceding paragraphs, violated 15 U.S.C. §§1692c(a)(1) and 1692c(b).
 - a. A debt collector violates §1692c(a)(1) of the FDCPA by communicating with a consumer at an unusual time or place or a time or place known or which should be known to be inconvenient.
 - b. A debt collector violates §1692c(b) of the FDCPA by communicating, in connection with the collection of a debt, with any person other than the consumer, his attorney, a consumer reporting agency if otherwise permitted by law, the creditor, the attorney of the creditor, or the attorney of the debt collector, without the prior consumer of the consumer given directly to the debt collector.
 - c. Here, Defendant violated §1692c(a)(1) of the FDCPA when it continuously and repetitively contacted Plaintiff at work even Plaintiff informed Defendant that it was an inconvenient place to call her and that she was not permitted to receive personal calls at work.
 - d. Also, Defendant violated §1692c(b) of the FDCPA when it communicated, in connection with the collection of a debt, with Plaintiff's colleague, "Judy Meredith" and disclose to Ms. Meredith that Plaintiff owed a debt, without having received Plaintiff's permission to do so.

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COUNT II

- 38. Defendant's conduct, as detailed in the preceding paragraphs, violated 15 U.S.C. \$\\$1692d and 1692d(5).
 - a. A debt collector violates §1692d of the FDCPA by engaging in conduct of the natural consequence of which is to harass, oppress, or abuse any person in connection with the collection of a debt.
 - b. A debt collector violates §1692d(5) of the FDCPA by causing a telephone to ring or engaging any person in telephone conversation repeatedly or continuously with the intent to annoy, abuse, or harass any person at the called number.
 - c. Here, Defendant violated §§1692d and 1692d(5) by continuously calling Plaintiff's cellular and work telephones on an average three (3) to five (5) times a day, in addition to leaving automated voicemails on her cellular and work telephones, with the intent to annoy, abuse, and harass Plaintiff.

COUNT III

- 39. Defendant's conduct, as detailed in the preceding paragraphs, violated 15 U.S.C. §§1692e and 1692e(3) of the FDCPA.
 - a. A debt collector violates §1692e of the FDCPA by using false, deceptive or misleading representations or means in connection with the collection of any debt.
 - b. A debt collector violates §1692e(3) of the FDCPA by falsely representing or implying that he is an attorney or that any communication is from an attorney.
 - c. Here, Defendant violated §1692e(3) by stating to Plaintiff that it was calling

from a law office in attempts to collect payment for the alleged debt.

COUNT IV

- 40. Defendant's conduct, as detailed in the preceding paragraphs, violated 15 U.S.C. \$\\$1692f of the FDCPA.
 - a. A debt collector violates §1692f of the FDCPA by using unfair or unconscionable means to collect or attempt to collect any debt.
 - b. Here, Defendant violated §1692f of the FDCPA engaging in other unfair and unconscionable debt collection practices, including placing Plaintiff on hold, only to hang up on her and calling her every hour during the day in a twoweek period.

COUNT V

- 41. Defendant's conduct, as detailed in the preceding paragraphs, violated 15 U.S.C. § 1692g(a) of the FDCPA.
 - a. A debt collector violates §1692g(a) of the FDCPA by failing to send to the consumer, within five days after its initial communication with a consumer in connection with the collection of a debt, a written notice containing: (1) the amount of the debt; (2) the name of the creditor to whom the debt is owed; (3) a statement that unless the consumer, within thirty days after receipt of the notice, disputes the validity of the debt, or any portion thereof, the debt will be assumed to be valid by the debt collector; (4) a statement that if the consumer notifies the debt collector in writing within the thirty-day period that the debt, or any portion thereof, is disputed, the debt collector will obtain verification of the debt or a copy of a judgment against the consumer and a copy of such

verification or judgment will be mailed to the consumer by the debt collector; and (5) a statement that, upon the consumer's written request within the thirty-day period, the debt collector will provide the consumer with the name and address of the original creditor, if different from the current creditor.

b. Here, Defendant violated §1692g of the FDCPA by failing to send written notification, within five (5) days after its initial communication with Plaintiff, advising Plaintiff of her rights to dispute the debt or request verification of the debt.

WHEREFORE, Plaintiff, PATRICIA EHRHARDT, respectfully prays for a judgment as follows:

- a. All actual damages suffered pursuant to 15 U.S.C. § 1692k(a)(1);
- b. Statutory damages of \$1,000.00 for the violation of the FDCPA pursuant to 15 U.S.C. § 1692k(a)(2)(A);
- c. All reasonable attorneys' fees, witness fees, court costs and other litigation costs incurred by Plaintiff pursuant to 15 U.S.C. § 1693k(a)(3); and
- d. Any other relief deemed appropriate by this Honorable Court.

DEMAND FOR JURY TRIAL

PLEASE TAKE NOTICE that Plaintiff, PATRICIA EHRHARDT, demands a jury trial in this case.

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Date: 07/10/2012 By: /s/ Craig Thor Kimmel CRAIG THOR KIMMEL Attorney ID No. 57100 Kimmel & Silverman, P.C. 30 E. Butler Pike Ambler, PA 19002 Phone: (215) 540-8888 Fax: (877) 788-2864 Email: kimmel@creditlaw.co	1		RESPECTFULLY SUBMITTED,
4	2		
30 E. Butler Pike Ambler, PA 19002 Phone: (215) 540-8888 Fax: (877) 788-2864 Email: kimmel@creditlaw.co		Date: <u>07/10/2012</u>	CRAIG THOR KIMMEL Attorney ID No. 57100
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